



Rural Regional Center QuEST Newsletter



Volume 1, Issue 3

February 15, 2001

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Parting Is Such Sweet Sorrow.

On December 1, 2000 Larry Bowen, Case Manager with Rural Regional Center, retired after more than 27 years of working for the state of Nevada. Larry came to Rural Regional Center in 1989 from Sierra Regional Center. Larry worked with people in Fallon, Hawthorne, Ely, Tonopah, Yerington, Smith Valley, Virginia City, Gardnerville and Minden, as well as Carson City and other towns across Rural Nevada.

Larry had the ability to talk with people in a calm and caring manner. He was a natural teacher who easily gave lessons

whenever or where ever they were needed. He was knowledgeable and willing to share information with all. His sense of humor and clever comments were usually a fun part of any meeting with Larry.

Larry had positive relationships with all of the providers working with RRC. Because he had been with the agency so long his was often the name given to people when they needed services from



Friends and colleagues alike gathered to wish Larry a happy retirement.

RRC.

On November 28th, Larry was able to say goodbye to many people who had worked with him through the years when they joined him for a visit at RRC. It was a great afternoon with lots of laughs and stories and a

little sadness, too. Many photos were taken with Larry that day. If anyone would like to see if there is a photo they could have please call RRC in Carson City. (775-687-5162)

Larry is missed, but wished the very best in his retirement years!

It's Celebration Time

Written by Bill Hammargren

Recently it was announced that the Strategic Plan for Rural Regional Center had been completed and approved. I feel we need to take this time to sit back and celebrate the accomplishments of so many. By no means is our job complete, but for a short while we need to remember where

we started, and just how far we've come.

It is through the hard work of many individuals we are realizing this goal and dream of having a plan to improve services



one person at a time.

Now the fun begins! In the next few months you will be called upon again to "get out of

the box" and try something new. Continue your

openness, and realize that the hard work and frustration are bumps in our path to overall quality improvement.

Remember that you have many partners in this all important battle. Rely on and trust them for support, knowledge, and a smile. Keep up the great work.

Success Sharing!!

By Lora Olvera

There is a young woman I would like to introduce to everyone. Her name is Tanya Kelly. She is twenty six years old and lives in Carson City. I have known Tanya since she was a high school student. She is a very responsible, mature young woman that I am very proud of having the pleasure of working with. She is currently employed at Western Nevada Community College as a custodian. Tanya says that the job is great, with the exception of working the graveyard shift. Tanya and her boyfriend are currently in the process of purchasing their own home. Some of the recent accomplishments Tanya is proud of are getting her driver's license and buying her own car, a white Geo Metro. For the future, Tanya is planning on going to Disneyland, visiting her sister in Milwaukee, Wisconsin and trading her car in for a truck with big tires.

WAY TO GO TANYA!!

A person from Carson City is now working at the Atlantis Hotel and Casino in Reno and using the PRIDE bus between Reno and Carson City.

RRC staff wish to thank the staff of EduCare who support people in their homes for the informative logs submitted with SLA billing. WE APPRECIATE YOU!

REM, Elko is providing assistance in Elko for a child who was previously placed out of state away from

**Your dreams can be realities.
They are the stuff that leads us
through life toward great
happiness.
-Deborah Norville**

family and community. The services REM provides the child and his family are breaking new ground for Elko and will help assure that people with severe disabilities can remain in their home communities in the future.

A young boy in Winnemucca was able to have his wish come true and visited Disney World this past December. The family had a great time, and are very thankful for the support they received from the Make a Wish foundation. Special thanks to the organizers in Winnemucca who include Mike Norton, Monica Miller,

and Sandra Rodriguez. Kate Sweeney from Reno is also recognized for her hard work ! Because of you, dreams do come true! Thanks!!

Two young women in Winnemucca realized their dream of independent living.

One of the women moved out of her family's home to Elko where she will be living in an apartment with a roommate. The move was the realization of a long sought after goal for this individual to live independently. The move not only represents a new living environment, but a new work experience as well. REM will be supporting her with independent living needs, and Easter Seals will be helping her with her vocational goals.

The other individual moved from her parents' home after 35 plus years. Many different entities were responsible for this move becoming a reality for this person including: Sierra Regional Center staff, Humboldt Human Development Staff, as well as family members. Because of their hard work this individual is doing great and enjoying her independence.

PROVIDER RESPONSIBILITY, LIABILITY, AND PERSONAL SAFETY

-- OR --

How best to respond when people make decisions that may have negative consequences

By Marcia Bennett

I have had several occasions lately to talk with provider staff about fears of liability. The issue is usually raised when personal choices of people receiving services conflict with what the provider is comfortable with. Examples are:

- A person is inconsistent in taking prescribed medications but doesn't want to be supervised.
- A person who receives intensive supports wants to be free from supervision and go places alone.
- A parent doesn't want their adult "child" to spend time with a particular person that he or she wants to be with.
- A person makes choices that put him/her at risk or in unsafe situations.

What should providers' staff do in these situations? How can we find a balance between provider responsibility and self-determination and choice?

If only there were an easy answer. Of course, there's not. The impulse is often to try to "clamp down" on the person's options in order to avoid potentially problematic situations.

see "Liability" page 6

RURAL REGIONAL CENTER AWARDED MEMBERSHIP IN THE COUNCIL'S QUALITY CONSORTIUM

In December 2000 Rural Regional Center achieved membership in The Quality Consortium Network. As a member, RRC is recognized as an organization that is engaged in on-going quality enhancement efforts. To achieve acceptance as a Consortium member, RRC developed a Quality Enhancement Plan through its Steering Committee and Workgroups. Seven RRC staff and 30 stakeholders (providers and people who receive services) were involved in the development of the plan. Here are words from our consultant, Chris Vildibill:

"Congratulations to you and the QuEST group! It is obvious that much work has been put into the development of the plan. I am proud of the results and hope that everyone

involved is just as proud.

...Rural Regional Center is now an official member of the Consortium Network."



***Giving credit
where credit is
deserved.***

Congratulations and appreciation goes to the following people, whose hard work, creativity and commitment brought the Quality Enhancement Plan together and will continue to keep us on track for the next several months:

QuEST members:

Sue Bales-Eshenaur, Tanya Stortz, Mary Winkler, Kent Holt, Tom Bethmann, Debbie Har-

ris, Bill Hammargren, Marietta Aquino, Lora Olvera, and Marcia Bennett.

Workgroup Members:

Mission and Vision: Carly Bons, Ernest DeCoux, Lisa Hubbard, Leslie Spracklin, Michael Pressey, Nick Ta-

lamante, Anne Waddell, Marietta Aquino.

Partners: Arsenio Gallegos, Billy Buchert, Darla Martin, Robin Hennefer, Michael Moon, Colleen Deming, Melissa Walsh, Wendy Hoegger, Debbie Harris and Kathleen Austin.

Contracts: Mary Winkler, Lynn Bray, Kate McCloskey, Kristy Stewart, Liz O'Brien and Helen Coston.

UAP: J.J. Johnson, Marcia Bennett

Person-Centered Planning: Timothy Hooper, T.J. Watkins, Joel Bailes, Jennifer Garrison, Dee Dee Water-son, Jessica Bezaiff and Bill Hammargren.

Rights: Tanya Stortz, Sue Bales, Kent Holt, Bonnie Dietrich, Tom Bethmann and Lora Olvera.

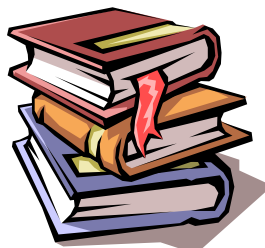
TO REQUEST A COPY OF RRC'S
QUALITY ENHANCEMENT PLAN,
CALL MARCIA AT (775) 687-5162 OR
EMAIL
rnmrs@govmail.state.nv.us

Interested In Some Upcoming Training?

PERSONAL FUTURES PLANNING TRAINING FOR PROVIDERS

As part of our quality enhancement in person-centered planning, Rural Regional Center is sponsoring training for service coordinators and all provider staff who are responsible for developing and monitoring personal goals, objectives and plans. The training will focus on how to utilize an individual's "future's planning" to develop support plans for people receiving services. All residential and vocational provider staff who have these responsibilities should attend.

Chrys Vildibill from Prolerna, The



*Let's Crack Those
Books and Tune Our
Skills!!*

Councils' training and technical assistance division will be conducting the training. There is space available for 20 people at the first workshop, so call Deb Harris at (775) 753-1100 to reserve your place soon!

When: March 20-23,
2001

Where: Elko, Nevada

Time: 9:00AM-5:00PM

The course will also be offered in Reno or Carson City May 8-11. Space at this training will be limited to 12 people. For

more general information regarding this training please feel free to call Marcia at 775-687-5162.

If you are interested in finding out more about the personal outcome

Still Interested?

standards that Nevada uses to measure quality of services, visit The Councils' website at

www.accredcouncil.org

To learn more about resources for quality enhancement, visit The Council's Prolerna website at

www.prolerna.org

THE ZOO EXPERIENCE!!

On October 6, 2000 Ruby Mountain

Resource Center employees had the chance to go to the Hogel Zoo in Salt Lake City and have some fun. The fun began that Friday morning at 5:00am. Everyone got on the bus ready to go. When we got to the zoo they had a special program prepared just for us. We went into the auditorium and learned about the zoo. Well what came next was a HUGE surprise! The lady took out a 4-foot python and that was when the screams started.

Patty Perry said "That was funny when Mindi Lewis saw the snake and fell out of her chair." Betty Hirschman and Juanita Garcia had other ideas; they just ran like



Elko Visits the Zoo!!

crazy. Everyone really liked watching the tiger play and lick the glass right in front of our whole crew. Nobody could believe the size of his teeth! WOW! Cecilla Flores said that her favorite animals were the elephants because one had a bumpy back. Heather Bonner especially liked the baby python and the peacock that just walked around all over the place. When we asked everyone if they saw the gorillas Patty Perry said, "I saw Frank" (a warehouse supervisor).

The bus ride home was also an adventure of its own. A few females, we won't mention names (Mindi, Patty, Cecilla, Betty and our very own work shop manager Wendy) were busy laughing at all the truck-

ers passing by. We stopped at Pizza Hut in Wendover to eat dinner where everybody proceeded to "pig out." After dinner everyone was content and relaxed.

All in all everyone had a great time and is already asking where we are going next time. HA!HA! This article was brought to you by:

Patty Perry
Juanita Garcia
Cecilla Flores
Mindi Lewis
Betty Hirschman
Heather Bonner
Tiffany Spenser
Recorded by Melissa Walsh and Wendy Hoegger

Written by Lynn Hinkey:

I had a good time. I saw a lot of different animals that I have never seen before in my life. I saw giraffes, elephants, tigers, baboons, deer, and zebra (it's like a horse but it has stripes, and is black and white). It's good the zoo. I also saw the peacock at the park.



Written by: Arnol Peterson

The zoo was ok. The Bus ride was ok. We went straight to Wendover and then Salt Lake City. We stopped at the rest stop. I liked the animals at the zoo. The monkeys, snakes, camels, tigers and bears were my favorite. When they brought out the snake everybody started yelling and screaming, they didn't want anything to do with the snake. I also saw the owl with no ears. He was trying to fly around, but couldn't because the lady was holding on to him.



Then we walked around the rest of the zoo. Then everyone's lunches fell off the cart and went everywhere. We had to throw some of them away. That's all.

Waiver Review Is Here Again

Reviewers will be looking at the quality of Waiver services (all services contracted through Rural Regional Center) very soon. Services for at least 10 people will be surveyed in the region: five in Carson City, three in Elko, and two in Winne-

The dates for the reviews are February 26-27 in Carson and Winnemucca and March 6th in Elko. A final presentation of findings will be at 9:00 AM on Thursday, March 8th in the main Rural Regional Center

mucca.

office in Carson City. Phone conference connections be available in the Elko and Winnemucca Offices. Contact your service coordinator for more information.



Providers: Please plan to participate in the final presentation!

Celebrating the Season in Winnemucca by Denyse Lizer

On December 14, 2000 there was a Christmas Party! Humboldt Human Development Services organized the activity, reserving the indoor pool and hot tub at the Holiday Express in Winnemucca. Staff and participants of Sonoma Industries participated in the festivi-



It's Time to Party!

ties, as well as many individuals from HHDS.

Winter and cold weather seemed a long way away as we ordered and ate 14 large pizzas, 10 large bottles of pop plus the yummy desserts that the staff contributed. We all swam in the indoor pool, soaked in the hot tub and had a great time with our friends.

The opportunity for both provider agencies in Winnemucca to socialize and connect made for a wonderful experience. The mixing of both agencies allowed new ideas to be shared and explored.

Plans are already in the works for more "get togethers" in the future, and we hope that more agencies and people can attend. Next time maybe Bill Hammargren can make it.

Vision Workgroup is Looking for our Suggestions!

Vision QuEst Workgroup in Fallon is working on developing the mission and vision statement for Rural Regional Center. This group has developed five different suggestions for a vision statement. Please review the statements, make any changes, and list any other suggestions for a vision statement. All suggestions are greatly appreciated.

We will send another survey listing all the suggestions in the near future. On this second survey, you will then vote on the vision statement for RRC. Thank you for your cooperation.

A vision statement reflects how we want to be. The vision statement should include who we seek to impact, how we impact, and what outcome we desire. It should be brief,

focused, understandable, and inspirational.

Please return all suggestions by March 01, 2001 to:

Fallon Industries, CTC

ATT: Leslie Spracklin

1520 S. Maine Street

Fallon, NV 8940006

Fax (775) 423-58001

Possible Vision Statements:

- Every individual with developmental disabilities in rural has the opportunity to live independently and to have a meaningful work experience and social life.
- To assist people with handicaps to discover their individual

dreams and goals and to achieve them.

- To live a productive and fulfilling lifestyle to the best of their abilities.
- To live a fulfilling and productive lifestyle to the best of their abilities and to gain meaningful employment for future stability.
- People with developmental disabilities have an opportunity to:
 - live independently
 - have meaningful work experiences
 - contribute to the community
 - have financial security
 - choose among competent, trustworthy service providers.

Leslie Spracklin

Let's Hear About the Progress!!

What's Going on in Fallon?

At our last meeting the group developed a questionnaire flyer to be sent to consumers, family members and providers asking for opinions on the possible Vision Statement the group has come up with. The flyer also asked for any additional ideas to be included in the response. The Fallon group welcomes any ideas or input as we continue the journey of developing a vision and a mission statement.

Ernest DeCoux

WE VOTED!!!

On Thursday, November 2, eight consumers and two Ormsby ARC staff joined the lines at the Court House in Carson City for early voting. Seven of them were voting for



Getting Counted!!

the first time and were both excited and apprehensive. One consumer had voted before and really felt like a veteran, willing to help the new voters.

The new voters left proudly wearing a "First Time Voter" button. The casting of the ballot was the culmination of training by OARC regarding candidates, issues, voter registration, and how to vote. This is part of the Association's continuing program to connect consumers to the community.

Then, when the person continues not to cooperate or finds other ways to get around our rules, we get even more restrictive or threaten to terminate our services. It's a vicious cycle, and no one wins.

When I hear concerns about liability, I think one thing that I'm hearing is "we don't know what to do." There are several things that can and should be done when we think someone is putting himself or herself at risk. Here's a short list:

1. Try to discover what the person is trying to escape from or gain. *Example:* A person may be irresponsible about taking a medication because she doesn't like the side effects, is rebelling against too much outside control and interference, or enjoys having staff spend extra time trying to "talk" him/her into it.
2. *What are the real risks posed in the situation and what is the basis for our assessment of risk?* Is the behavior illegal or clearly harmful to the person or someone else? *Example:* What will happen if a person doesn't take a certain medication. Is the result of not taking the medication life threatening? A person who has a few seizures because they don't take their medication consistently may decide to be more

careful if seizures occur. If the behavior is not harmful, we probably have no business trying to change it.

3. *What have we done to look at changing the person's situation?* Helping to change the situation that the person is dealing with is much easier than changing the way the person responds in the difficult situation. *Example:* Can the schedule or time of day be changed so that the person is more likely to remember or follow-through? Would a second opinion by a different physician be helpful?
4. *What skills can we teach to allow the person to handle the situation differently?* *Example:* Can the person think of different options and choose a solution (problem-solve), or talk about what he/she wants and how he/she feels (assertiveness).

Through this assessment process, we may discover that we don't really need to get intrusive and that there are some things that can be done to improve the person's exposure to risk. However, the fact is that sometimes people will make decisions that do have serious negative consequences. Most people generally learn from them. And some people don't.

There are times when a person's decisions put them at significant risk. After the assessment process has been done, there may still be a decision to restrict personal freedoms. In these cases, the Human Rights Committee (HRC) should be consulted. People who have their rights restricted must have access to due process, and HRC provides this. If a restriction is put into place, there must be a positive support plan so that the restriction won't be needed in the future.

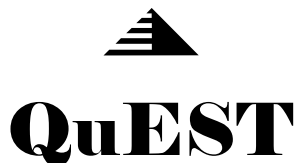
So here's another thought about "liability." The best defense against charges of neglect or professional incompetence is to do our jobs to the best of our ability. This means documenting the assessments we've done, what we've learned, and what we've offered to support people in positive ways. It also means using due process when rights are restricted. Bad things may still happen to people, but the only real problem is if we have done nothing when we assess that risk is present.

In summary, here's a way to think about provider responsibility:

STAFF'S JOB IS NOT TO CONTROL BEHAVIOR(ONLY THE PERSON CAN DO THAT).

**

STAFF'S JOB IS TO FACILITATE AND POSITIVELY SUPPORT THE PERSON AS THEY LIVE THEIR LIFE.



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